



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Customer council for Issue of permit to import medicines for personal use

Individuals

15-11-2023

Introduction

Title: Customer council for Issue of permit to import medicines for personal use

Date: 11-15-2023

Customer Category: Individuals

Service: Issue of permit to import medicines for personal use



Steps and Procedures

01

The session was planned based on the customers communication plan.

02

Customers were selected from the customers relation management system.

03

The invitations are sent to the external participants and internal teams.

04

The session was held to capture the customer's voice and gather their pain points and challenges.

05

Recording all points in customer voice log.

Agenda

01



Introduction

02



Participants
meet-and-greet

03



Discussion session on
customer preferences
and experiences
regarding the service

04



Challenges and
recommendations

05



End of
session



Opinions, Recommendations and Suggestions

There is a need to spread awareness about the service process, its application procedure, and the eligible candidates who can apply for it.

The service card needs to be clearer and more straightforward.

Users didn't notice the mandatory comment bar before submitting the service, which caused a delay in the process.

Glimpses from the Customer Council

